

IT Initiative Supplement

April 29, 2010

I. Project Description

Project Title: MPERA Imaging Project

Brief Description of the Project Title: The MPERA Imaging project will implement Imaging and Workflow Systems for critical MPERA forms and documents.

Statewide Priority:

Agency Priority: High

Estimated Completion Date: 12/2011

IT Project Biennium: FY2012 - FY2013

Request Number:

Version:

Agency Number: 61040

Agency Name: Montana Public Employee Retirement Administration

Program Number:

Program Name:

A. Type of Project (check all that apply)

- Enhancement
- Replacement
- X New
- O&M

B. Type of System (check all that apply)

- Mid-Tier
- Mainframe
- GIS
- Web
- X Network
- Desktop

II. Narrative

C. Executive Summary

Project Purpose and Objectives:

- Implement Imaging and Workflow System for critical MPERA forms and documents.
- Improve business process functionality.
- Increase efficiency of MPERA staff, technology and workflow systems.

- Improve records information management.
- Protect information due to recovery of misplaced or corrupted files and documents.
- Provide recovery of critical functions and records for continuity planning.
- Produce the maximum value for the time, effort and budget invested.
- Improve response and timeliness to customer requests

Technical Implementation Approach: See project schedule and milestones.

Project Schedule and Milestones:

- Develop a work plan to guide imaging and workflow functionality for MPERA.
- Planning and discovery phase.
- Identify documents to image and gather counts.
- Create a business case with recommendation.
- RFP or Master IT Contract process to select vendor.
- Development and testing.
- Training.
- Implementation - imaging of documents for identified critical processes.
- Implementation – workflow of identified critical processes.
- Documentation.
- Review project at completion to highlight lessons learned and archive project knowledge gained.

D. Business and IT Problems Addressed

Critical business processes are paper driven, performed manually and labor intensive. Documents that are critical to successful completion of these processes are stored in various locations throughout MPERA. Maintenance, storage and retrieval of paper documents is costly, difficult and time consuming. There is a high risk to continuity of business in the event of a disaster.

E. Alternative(s)

Alternatives Considered: None

Rationale for Selection of Particular Alternative:

F. Narrative Detail

III. Costs

G. Estimated Cost of Project:

- | | |
|---------------------------------------|--------|
| 1. Personnel Services – IT Staff: | 18,000 |
| 2. Personnel Services – Non IT Staff: | 8,000 |
| 3. Contracted Services: | 10,000 |

4. ITSD Services:	2,000
5. Hardware:	45,755
6. Software:	21,055
7. Telecommunications:	NA
8. Maintenance:	1,844
9. Project Management:	15,000
10. IV&V	NA
11. Contingency:	10,000
12. Training:	7,000
13. Other:	900
Total Estimated Costs:	139,554

Total Funding:

IV. Funding

H. Funding

1. Fund:

01 general fund
02 state special revenue funding
03 Federal grants
fees
other

2. Amount:

3. Total Costs:

Cash/Bonded:

Bill Number:

V. Cost upon Completion

1. **Operating Costs upon Completion.** Note: Hardware operating costs will increase by 20% per year as the number of documents scanned increases. This estimate assumes that ITSD will host the database and will provide backup of scanned documents.

FTE:	27,040
Ongoing support:	1,844
Operating Costs:	
Hardware	38,400
Software	8,948
Supplies	600
Maintenance Expenses:	
Service calls (10 hrs):	1,037
Total Estimated Costs:	77,869

2. Funding Recap

Fund Type:

Amount:

Total Funding:

V. Risk Assessment

A. Current IT Infrastructure Risks

1. Current application 10+ years old?
Date of last major upgrade?
New
2. Current application is based on old technology?
If yes, what is the current hardware platform, operating system, and programming languages used to support the application?
NA
3. Is the agency not capable of maintaining the current application with internal technical staff?
NA

If yes, who supports the application today?

4. Other IT infrastructure risks? YES
If yes, provide further detail. New technology must integrate with existing software and hardware.

B. Current Business Risks

1. What are the risks to the state if the project is not adopted? Payment of retirement benefits is at risk if documents are destroyed in a disaster. Incorrect record series profiles may be filed and permanent records may be destroyed. Business efficiencies are not realized resulting in higher personnel costs. There may be delays in processing member requests.
2. Does the current application meet current business requirements? NO
If “no”, what specific business functions does the application lack? There is no current imaging application. Hardcopy documents are used in manual processes.

C. Project Risk Assessment

1. Describe any major obstacles to successful implementation and discuss how those obstacles will be mitigated. More analysis of the risks of this project and their mitigation needs to be completed.

Table H Risk Assessment

Description	Severity (H/M/L)	Probability of Occurrence (%)	Estimated Cost	Mitigation Strategy
Time required to identify the best imaging solution.				
Identification of an accurate document indexing system.				
Delayed implementation				
Implementation of imaging prior to implementing new system functionality.				
MPERA process change.				